

From General comments to Inbox: who sees what in a proofing workflow?

Besides literally [starting a message thread with a project manager from a job info page](#), there is another step in Plint workflows which will automatically launch an Inbox message thread with the project manager: adding a **General comment** on status change.

This comment can also be made visible to other users. The example workflow below should give you an idea (see bottom of page for screenshots):

- Freelancer A completes a job in Plint Subtitler
- Freelancer A changes status and leaves a General comment
- Adding a General comment automatically creates a Message thread with Project manager
 - The thread is linked to the job
- An automatic notification email about this thread is sent to the PM
 - The notification includes the General comment
- A standard "Job open" automatic email is also sent to the owner of the child job
 - In this case Proofing, owned by Freelancer B
 - This email does *not* contain the General comment
- However, Freelancer B can see the General comment under "Track changes" in Plint Subtitler along with the Milestone for the status change
- Freelancer B completes proofing in Plint Subtitler
- On status change, Freelancer B set Approved to "No" and adds a General comment
- This comment also results in a Message thread
 - This one between Freelancer B and Project manager
- (Each freelancer can only see *their own* threads with the Project manager)
- Since the translation was not Approved, the parent job is reopened
 - An email explaining this is automatically sent to Freelancer A
 - This email contains the General comment

In summary

A status change always results in an email notification to the owner of the job which is now open for work. Depending on the scenario, this job may be a child job *or* the parent job.

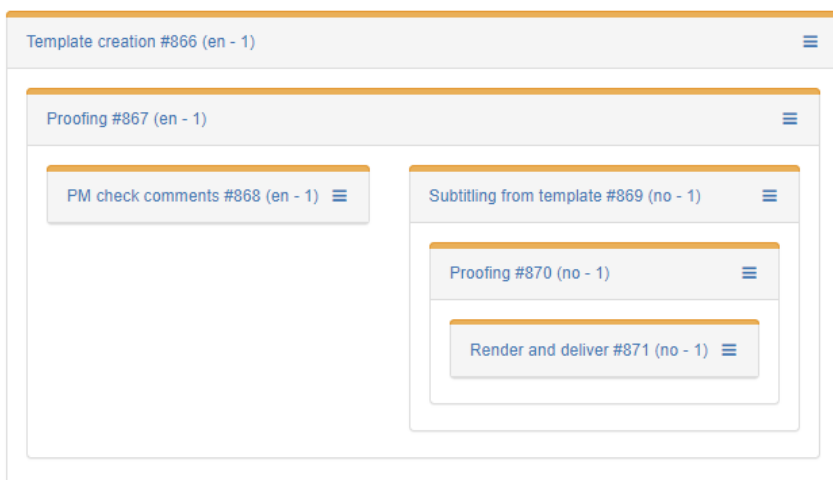
Adding a General comment on status change also starts a Message thread with the Project manager.

It is up to the project manager how to handle these. If the information does not need to result in further action or communication, they can simply close the thread. If the information in the message thread should be easily available throughout the project, for other project managers as well, it's advisable to leave the message thread open. This will ensure that the message icon is shown in the joblist, for example.

About closing messages

- Closing a message thread also closes it for the other person (it can still be found under "Closed" messages).
- This will also remove the Message icon from the joblist and the message will not be included in the Inbox counter

The workflow described above as seen in a joblist in tree view



On status change, the Template creator leaves a General comment

Set status to done

Please note that changing status will remove the job from your dashboard. If you intend to make additional changes, you can click on Home without changing status and return to the job later.

General comment
The template is now completed. Please note that there is some foreign-language dialogue which should not be subtitled.

Cancel

Change Status

The automatic message thread is marked in the joblist

English			
Status	ID	Title	Assigned to
Done	866	Template creation	Example LSP Inc
In process	867	Proofing	Example Vendor AB
In process	868	PM check comments	Workbench user

And can be viewed from the job info page by both project manager and job owner

Comments and messages

New order

ID: 87

N/A

Jobs: 8

PM: Workbench user

37%

63%

Job information

Files

Messages 1

Notes to self 0

Status:

Open

Open

Header

Message from

Message to

Comment about Job 866

The template is now complet...

Example LSP Inc at 2022-06-30 12:26:13

Workbench user

The owner of the child job, Proofing, gets a standard Job open email (which does not contain the General comment)

Plint

Hi, Example Vendor AB

Job Open: Comments and messages

Project title: Comments and messages

Units: 4 Minutes

Job type: Proofing

Job id: 867 Part number: 1 Media ID: Language: English

Comment / description: Verify that first template is ready for subsequent translations.

[Link to job](#)

The owner of the Proofing job completes the review, changes status, chooses Approved=No and adds a General comment

Set status to done

Approve?

Please note that setting Approved to "No" will re-open the job for final adjustments in accordance with your comments. If the file is ready for use, set Approved to "Yes" (adding an optional comment about this for the File History).

No

General comment

There were some errors in this template. Comments have been added for the specific subtitles.

Cancel

Change Status

The owner of the (reopened) parent is notified by email. This notification does contain the General comment.



Hi, Example LSP Inc

Job Awaiting Corrections: Template creation [Comments and messages] 1EN

Project title: Comments and messages

Job type: Template creation

Job id: 866 Part number: 1 Media ID: Language: English

Last comment: There were some errors in this template. Comments have been added for the specific subtitles.

The General comments can always be seen under "Track changes" for the respective Milestone, (if the job allows Track changes and Milestone comparison)

Track Changes

Comparing current state with milestone:

Proofing [11] 2022-06-30 15:03

Download JSON

Comment:

There were some errors in this template. Comments have been added for the specific subtitles.

#

Timecode

Subtitle

Action

Revision #13

Created 2022-06-30 12:46:16 UTC by Plint

Updated 2022-07-01 08:42:54 UTC by Plint